TASK ORDER AWARD

47QFCA21F0019

Web Based Supply Chain Management (WBSCM) 3 System Operations, Maintenance, and Enhancements

in support of:

United States Department of Agriculture (USDA) and United States Agency for International Development (USAID)

Issued to:
CACI Inc. – Federal
14370 Newbrook Drive
Chantilly, VA 20151

Conducted under Federal Acquisition Regulation (FAR) 16.505

Issued by:
The Federal Systems Integration and Management Center (FEDSIM)
1800 F Street, NW (QF0B)
Washington, D.C. 20405

December 16, 2020

FEDSIM Project Number 2019058AG

C.1 BACKGROUND

Web Based Supply Chain Management (WBSCM), as shown in Figure 1 below, is a business application used by the United States Department of Agriculture (USDA) and the United States Agency for International Development (USAID) to facilitate the marketing of American agriculture products and provide proper nutrition and food security to millions of Americans and people in need in over 50 countries. The application is an integrated internet-based commodity ordering, acquisition, distribution, and tracking system built on Systems, Applications, and Products in Data Processing (SAP) commercial software. WBSCM supports mission-critical activities both domestically and abroad through USDA and USAID programs.

Figure 1 – WBSCM Overview

The WBSCM system and its subsystems directly support the ordering, procurement, and delivery of American agricultural commodities to the following programs: Commodity Supplemental Food Program (CSFP), The Emergency Food Assistance Program (TEFAP), Food Assistance in Disaster Situations, Food Distribution Program on Indian Reservations (FDPIR), National School Lunch Program (NSLP), School Breakfast Program, Summer Food Service Program (SFSP), Child and Adult Care Food Program (CACFP), Titles II and III of Public Law 480, Food for Progress, Section 416(b) of the Agriculture Act of 1949, McGovern-Dole International Food for Education and Child Nutrition Program, and the United Nations World Food Programme (WFP).

The WBSCM system and its related subsystems interface with several stakeholder offices at USDA, USAID, and a diverse group of external stakeholders in executing these programs, which creates complexity. This TO will require collaboration across a minimum of the following stakeholders: the office of Food and Nutrition Service (FNS), Agricultural Marketing Service (AMS), Foreign Agricultural Service (FAS), USAID, Office of the Chief Information Officer (OCIO), and Animal and Plant Health Inspection Service (APHIS) Marketing and Regulatory Programs Information Technology (MPR IT).

C.1.1 PURPOSE

The purpose of this TO is to acquire Information Technology (IT) services to operate, maintain, and provide continuous improvements for the USDA and USAID WBSCM system and its related subsystems. The TO will provide program management services, Operations and Maintenance (O&M) services, technical and functional upgrade services, systems migration and interface support services, and strategic initiatives and emerging technology support. The ongoing O&M support required for the WBSCM system and its related subsystems includes service desk support, corrective software maintenance, handling change requests, configuration management, program management, and related operational support. In addition to providing standard O&M and direct system support, this TO will also include upgrades and enhancements to externally and internally facing tools and systems to facilitate collaboration and support with other USDA and USAID office initiatives and operating and reporting systems.

C.1.2 AGENCY MISSION

USDA provides leadership on food, agriculture, natural resources, rural development, nutrition, and related issues based on public policy, the best available science, and effective management. USDA's vision is to provide economic opportunity through innovation, helping rural America to thrive; to promote agriculture production that better nourishes Americans while also helping feed others throughout the world; and to preserve America's natural resources through conservation, restored forests, improved watersheds, and healthy private working lands.
On behalf of the American people, USAID promotes and demonstrates democratic values abroad and advances a free, peaceful, and prosperous world. In support of America's foreign policy, USAID leads the United States (U.S.) Government's international development and disaster assistance through partnerships and investments that save lives, reduce poverty, strengthen democratic governance, and help people emerge from humanitarian crises and progress beyond assistance.

C.1.2.1 AGENCY STRATEGIC INITIATIVES

WBSCM supports system migrations, business process improvement tasks, and targeted strategic initiatives in direct support of the USDA Administrator's four strategic goals.

a. WBSCM directly supports USDA's strategic goal to ensure USDA programs are delivered efficiently, effectively, and with integrity and a focus on customer service by supporting an average total procurement of about five to six billion pounds of American agricultural products amounting to about $4 billion in purchases. Customer service is actively tracked via surveys, and results are reviewed weekly to ensure excellent service is maintained.

b. WBSCM directly supports USDA's strategic goal to increase agricultural opportunities and support economic growth by supporting a competitive agricultural system while creating new markets and increasing and expanding international marketing opportunities. WBSCM provides commodity procurement and distribution functions for the Bill Emerson Humanitarian Trust, Food for Progress, Food for Peace, and McGovern-Dole International Food for Education and Child Nutrition Program. These programs provide roughly $600 million annually for commodities, transportation, and implementation that enable organizations to provide about 3.4 billion pounds of American agricultural products to support programs in 46 different countries.

c. WBSCM directly supports USDA's strategic goal to facilitate rural prosperity and economic development by ensuring a robust safety net, creating new markets, and supporting a competitive agricultural system with programs such as: CSFP, TEFAP, and FDPIR, which provide nearly $1 billion in annual American agricultural commodity purchases. WBSCM provides system support for the CSFP, FDPIR, and food assistance in disaster situations programs, which support roughly two million participants or participant caseloads, as well as support to TEFAP, which distributes over 700 million pounds of food commodities annually.

d. WBSCM directly supports USDA's strategic goal to provide all Americans access to a safe, nutritious, and secure food supply, and it assists this goal by providing commodity ordering, procurement, distribution, and inventory support to the following programs: NSLP, SFSP, and CACFP. The NSLP provides meals to over 30 million school children daily, serves over 4.9 billion meals annually, and completes roughly $1.7 billion in domestically produced farm food commodity purchases annually. The SFSP and CACFP programs serve a combined average 7.7 million people per month, and serve over 2.1 million meals and complete roughly $3.9 million in American agricultural commodity purchases annually.

C.2 SCOPE

The WBSCM system environment requires periodic maintenance and enhancements to keep the technology current, lower maintenance costs, and maintain and improve functionality for stakeholders. The business need is to continuously improve the ordering, procurement, delivery, and receiving of and payment for commodities and related services to a more dynamic, efficient, and effective business operation while meeting new and existing business requirements. Stakeholders require agility and innovation to meet their needs. The long-term viability and relevance of the Federal Nutrition Assistance Program depends on addressing business needs today and in the future to provide value to agriculture and food industries and ensure that adequate, safe, and nutritious food is available. The longstanding challenges of managing the programs have been heightened by new restrictions on both Federal and state funding. The limited resources require USDA and USAID to execute more efficient processes focusing on customer needs. The work will be performed primarily in the Washington, D.C. metropolitan area and Kansas City, MO. Long-distance travel will be required within the U.S. to ensure that WBSCM functionality and technical enhancements are properly implemented by USDA and USAID on behalf of its stakeholders.

C.3 CURRENT ENVIRONMENT

The WBSCM system is an integrated web-based commodity acquisition, distribution, and tracking system built on SAP commercial software. The WBSCM system officially went live in April 2011and has received regular updates and undergone technology refresh cycles (Section J., Attachment E). WBSCM received the current Authorization to Operate (ATO) on July 17, 2019, and it is categorized as a MODERATE system based on the Federal Information Processing Standards (FIPS) Publication 199 – Standards for Security Categorization. Current subsystems include the Automated Inventory System (AIS) and its replacement system the Integrated Food Management System (IFMS) used by Indian Tribal Organizations (ITOs) for receiving, tracking, and distributing food to recipients. IFMS received the current Authorization to Operate (ATO) on June 8, 2020 and it is categorized as a MODERATE system.

The WBSCM system has many successful aspects as well as challenges. Some of the main system accomplishments include procurement and distribution of food orders in a timely and cost-effective manner, to support key food and nutrition programs, and elimination of business risks and high costs associated with the USDA's outdated legacy systems. WBSCM has a successful track record of responding to various challenges, including the USDA Food Purchase and Distribution Program (e.g., Trade Mitigation); the Coronavirus Aid, Relief, and Economic Security (CARES) Act; and the Farmers to Families Food Box program, as well as providing disaster assistance for Domestic and International programs. Other accomplishments and initiatives delivered by WBSCM include implementation of performance improvements for key transactions, new regression test automation capabilities, more proactive data quality monitoring and reporting, and automation of invoicing and payment processes.

Challenges include remaining dynamic in support of Administration directives and mandates, from a process and technical perspective, and incorporating strategic initiatives and emerging technologies to respond to changes in mission and cyclical requirements. WBSCM continues to experience an increased trend in non-discretionary projects and initiatives, such as changes to eAuthentication services, and Data Universal Numbering System (DUNS) replacement with the Unique Entity Identifier (UEI). WBSCM must remain dynamic in its support and response to disaster assistance and emergency procurements of food and nutrition assistance. Another challenge for WBSCM is remaining adaptive to rapidly evolving business requirements that impact different elements in the supply chain, including business partners, funding, and contracting methods.

C.3.1 STAKEHOLDERS AND GOVERNANCE

The current internal and external WBSCM stakeholders and user groups include the following:

a. Federal Agencies – FNS, AMS, FAS, Farm Service Agency (FSA), and USAID.
b. Customers – State Distributing Agencies (SDAs), Recipient Agencies (RAs), ITOs, Private Voluntary Organizations (PVOs), Cooperatives, WFP, Foreign Governments, and Defense Logistics Agency (DLA).
c. All Other Users – vendors, processors, freight forwarders, stevedores, and other users involved in the nutrition and food programs.

These users provide feedback, comments, help desk requests, and survey responses that are used as input to help prioritize defects and incidents and make improvements to the WBSCM system.

WBSCM USDA Governance is depicted in Figure 2 and further detailed below:

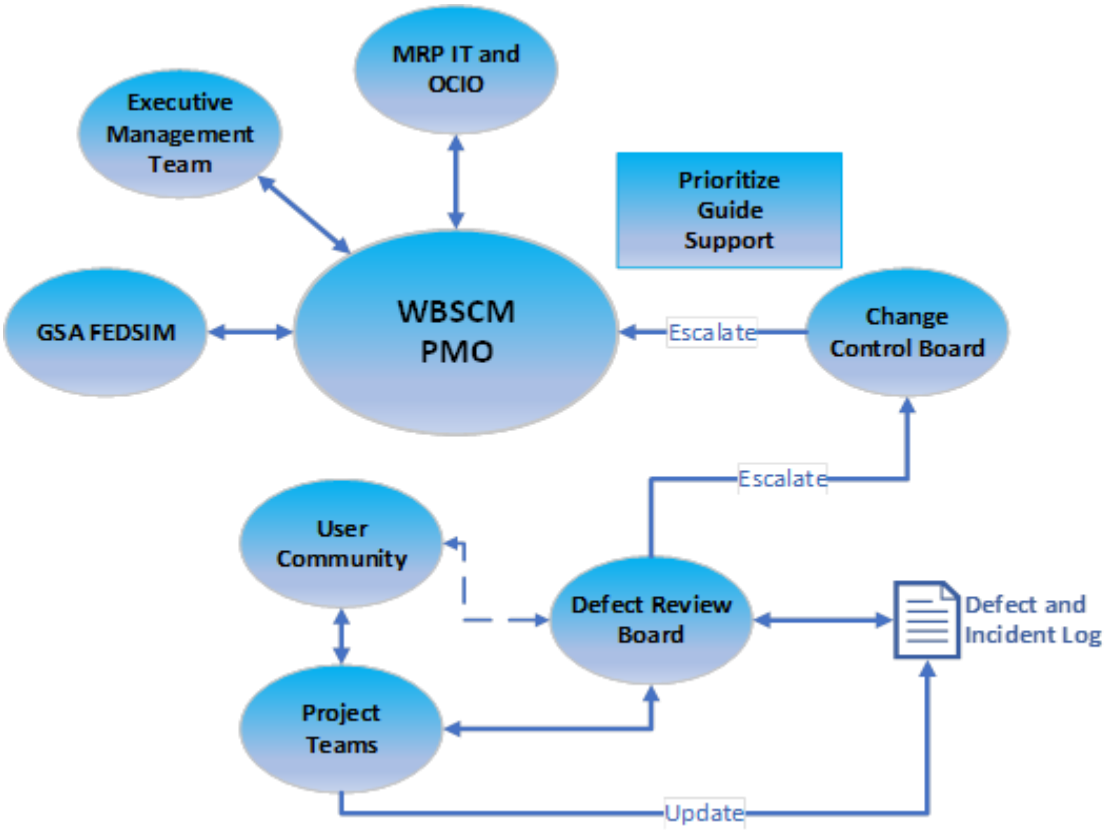

Figure 2 – WBSCM Overview

a. WBSCM Project Teams are assigned by the WBSCM Project Management Office (PMO) and comprised of team leads from the Government, contractor, and Subject Matter Experts (SMEs) as needed. These SAP SMEs are especially critical when there are upgrades pending and issues such as those captured in SAP Operation Support System (OSS). The WBSCM Project Teams design, develop, manage, and implement specific projects as directed by the PMO and based on WBSCM user community issues. The WBSCM Project Teams provide regular updates to the PMO.

b. The Defect Review Board (DRB) is comprised of both contractor and Government personnel who meet regularly to review and prioritize WBSCM defects, enhancements, and incidents reported by the WBSCM user community.

c. The Change Control Board (CCB) is comprised of agency project managers, SMEs from each agency, and contractor personnel. The CCB is a project-level decision-making body that must approve or disapprove all WBSCM solution changes, including software, document deliverables, and hardware recommended by the DRB. The CCB is responsible for analyzing, prioritizing, and assessing each proposed change, paying particular attention to how the change might affect development, customer satisfaction and usability, documentation, customer support, quality assurance, security, or marketing.

d. The PMO is comprised of the WBSCM Management Division Director, WBSCM Operations Manager, IT Program Manager, Financial Project Manager, Project Managers from each agency, other agency representatives, and, at a minimum, contractor Key

Personnel. The PMO is the program-level decision-making body that manages the broad scope of WBSCM program operations. The PMO meets weekly at a contract activity/technical status meeting to discuss project activities, current status, service desk incidents, and metrics. The PMO identifies other activities, establishes priorities, coordinates, and approves resolution of identified issues or opportunities. The PMO utilizes information from DRB and CCB representatives and oversees the CCB in determining release content and priorities. Additionally, other items, issues, or challenges are escalated to the PMO as necessary.

e. The OCIO provides support and guidance for the WBSCM investment, ensuring that WBSCM meets all Federal and department requirements.
f. The WBSCM Program Executive Management Team has a joint commitment to provide the executive management, oversight, personnel, and related resources necessary to support WBSCM and associated business operations. This team is a Government-only board of WBSCM executive-level sponsors in AMS, FNS, FAS, and USAID. The Executive Management Team grants authority to the WBSCM Director to manage business, technical, and functional operations and chair the Government PMO. The PMO provides periodic updates regarding project status to the team and receives guidance regarding mission initiatives and priorities.
g. As a major investment within the MRP mission area and part of the AMS IT investment portfolio, the WBSCM investment is governed by the MRP IT Executive Review Board (ITERB) and the AMS Investment Review Board (IRB).
h. General Services Administration (GSA) Federal Systems Integration and Management Center (FEDSIM) provides contractual and technical guidance to the PMO.

C.3.2 CURRENT SYSTEMS AND ENVIRONMENTS OVERVIEW

C.3.2.1 WBSCM

WBSCM supports domestic and international food and nutrition programs administered by USDA and USAID. WBSCM is a web-based, mission-critical system that supports full supply chain management activities including the ordering, acquisition, and tracking of food commodities and related support services. The system supports the full lifecycle of Federal procurement business processes including Federal funds management. Key supply chain functions supported include sales order management, purchase requisition to award, contract management, and all post processing including shipment receipting, invoicing, payment processing, and contract closeout. The supply chain also includes inventory management and third-party procurement.

The WBSCM system is built on three primary SAP business applications: SAP Enterprise Central Component (ECC), SAP Customer Relationship Management (CRM), and SAP Supplier Relationship Management (SRM). The WBSCM system is a highly integrated system that also leverages SAP Public Sector industry solution, SAP Procurement for Public Sector, and additional integrations with third-party software (e.g., Salesforce, JAGGAER) that support additional subsystems such as the IFMS. Additional information is available in Section J., Attachment E.

C.3.2.2 AIS

AIS enables FDPIR participating ITOs or an agency of a state government to capture household data, track certification periods, issue USDA Foods to certified households, and maintain inventory. AIS is a distributed system with instances deployed across food distribution locations within an organization. The system does not connect to the Internet or integrate with any other food distribution systems. The main focus for AIS at this time is the execution of a support system that sustains the system in the most cost-effective manner possible. These efforts include decision-making relative to basic maintenance.

The secondary focus is the disposal of AIS at each site when agreed upon by the ITO and Government. There are 114 organizations with approximately 230 sites with AIS installations to be converted and migrated over to IFMS. The Government estimates the first sites to be converted in September 2020 with additional sites continuing into 2022. Additional information is available in Section J, Attachment E.

C.3.2.3 IFMS

IFMS enables FDPIR participating ITOs or an agency of a state government to capture household data, track certification periods, issue USDA Foods to certified households, and maintain inventory. IFMS is the replacement system for AIS. IFMS is expected to also support Department of Defense (DoD), Fresh Fruit and Vegetable Order Receipt System (FFAVORS) at the time this TO is in place. FFAVORS supports ordering and receipting fresh fruits and vegetables by ITOs, SDAs, and other recipients. IFMS is a Software as a Service (SaaS) solution that consolidates overall business transactions into an easy to use cloud software platform for USDA and external ITOs. IFMS leverages Salesforce to provide a single enterprise-wide, configurable, and scalable platform with a web and mobile channel. The applications use the Salesforce Service Cloud web interface. The Rootscan mobile application connects to the Salesforce Service Cloud and synchronizes with the web channel. IFMS utilizes Rootstock, a Salesforce-managed package that extends the out-of-the-box capabilities of Salesforce without crossing Salesforce's secure GovCloud authorization boundary. Salesforce is Federal Risk and Authorization Management Program (FedRAMP) Certified. Rootstock provides ECC modules that will allow IFMS to manage and issue USDA Foods using supply chain industry best practices. IFMS utilizes the Scaled Agile Framework (SAFe) methodology for development. Additional information is available in Section J., Attachment E.

C.3.2.4 RELEASES

The WBSCM and IFMS systems maintains an inventory of change requests, bug fixes, training requests, updates to work instructions, and desired enhancements. WBSCM functional areas are comprised of 13 percent in Finance (FIN), 31 percent in Procurement (PRO), 29 percent in Fulfillment (FUL), and 27 percent miscellaneous, which includes SAP basis, data management, and security defects. WBSCM has monthly releases. Previously scheduled releases have included both change requests and bug fixes. For SAP software fixes, WBSCM uses OSS, an online SAP service and portal that provides updates on patches in different modules of SAP. SAP notes are correction instructions for the bugs or issues found in standard SAP programs. For the WBSCM system, many of these OSS require a great deal of coordination among SMEs and stakeholders because the proposed remediation could have major impacts on the system requiring major changes and expenditures.

C.3.2.5 INFRASTRUCTURE

The USDA Digital Infrastructure Service Center (DISC) is responsible for the management and operation of the Data Center Hosting Services (DCHS) (formerly National Information Technology Center (NITC)) (Section J, Attachment G), including the USDA Enterprise Data Centers (EDCs) in Kansas City, MO and Saint Louis, MO.

The USDA WBSCM program is built upon a proprietary SAP technology foundation that utilizes fully compatible Oracle hardware and software platforms. The WBSCM System Description and additional solution components, system interfaces, and third-party applications and tools is available in Section J, Attachment E. Currently, WBSCM SAP environments, with the exception of Disaster Recovery and Business Intelligence, are hosted at the Kansas City (KC) EDC located in Kansas City, MO. The Disaster Recovery environment is located at the St. Louis (STL) EDC in St. Louis, MO. Business Intelligence is hosted by Virtustream in Ashburn, Virginia (VA). For production, the Salesforce instance that supports IFMS is located in the Government Cloud in Washington, D.C., and the back-up site is in Chicago, Illinois (IL).

a. Current WBSCM logical environments:

   1. Sandbox is used by the project team to perform initial configuration and validation of Commercial-Off-the-Shelf (COTS) functions and test fixes and patches (located at DISC).
   2. Development is used by the project team to configure, develop, and unit test the WBSCM system and conduct individualized configuration or development object tests; this provides limited test data (located at DISC).
   3. Quality Assurance is used by the project team and Government users to perform regression tests across multiple functional areas; it contains more test data than the development environment; it is used for integration testing for interfaces and conversions; and it is used by Government for the primary User Acceptance Testing (UAT) environment (located at DISC).
   4. Project Development is used by the project team to configure, develop, and unit test the WBSCM system and conduct individualized configuration or development object tests; this provides limited test data (located at DISC).
   5. Project Quality Assurance is used by the project team and Government users to perform regression tests across multiple functional areas; it contains more test data than development environment; it is used for integration testing for interfaces and conversions; and it may be used by the Government as a secondary UAT environment (located at DISC).
   6. Training is used to accommodate training activities for internal/external users and contains test data and applications that are running in production (located at DISC).
   7. Production is used by USDA/USAID users and all external users for commodity operations (located at DISC).
   8. Disaster Recovery includes the failover environment in the event of a disaster at the production site (located in St. Louis, MO).

b. Current IFMS environments:

   1. Alpha Beta Development is the Developers' environment for configuration and testing of developer code.

2. Release Candidate is the environment in which some integration and regression testing is performed.
3. Training environment contains current releases for training users.
4. UAT environment is used for UAT (sometimes called Government Acceptance Testing (GAT)).
5. Pre-Production environment is where staging of release prior to moving to production occurs.
6. Production contains the final accepted release content.

JAGGAER, USDA OCIO DISC, SAP National Security Services (SAP NS2), and Salesforce are used for applicable Level 3 infrastructure operations. Data center issues include the technical system components (e.g., hardware, network, operating systems, Storage Area Network (SAN) disk storage, and high availability cluster software) and software components. JAGGAER supports the Advanced Sourcing Optimizer (ASO) application only. The WBSCM Cloud Reporting System is provided by SAP NS2 and hosted at Virtustream. Salesforce currently supports the WBSCM subsystem IFMS in the Government Cloud.

C.3.2.6 CURRENT INITIATIVES IMPACTING WBSCM

The following section details pertinent Government initiatives that will impact ongoing WBSCM O&M and enhancement activities.

C.3.2.6.1 BUSINESS MANAGEMENT IMPROVEMENT (BMI)

The Government recognized the need to review and improve WBSCM business processes to better align with commercial supply chain practices and initiated a BMI project for domestic and international programs and subsequent technical and business improvements. The BMI initiative began in October 2015, when the project vision was validated. This was followed by a series of activities that resulted in the definition of the current state (as-is) business processes, future state (to-be) business processes, and the completion of the business case for both domestic and international processes. A series of pilot projects were assessed and deployed to help further define the future state processes and the inventory of BMI projects. The Government collected and documented business requirements and developed an implementation plan that outlined the proposed sequence and cross-functional dependencies for how the various BMI projects could be implemented. Development activities were then initiated for the initial set of BMI projects. At the time of this TO, certain BMI projects or pilots have been deployed to production.

C.3.2.6.2 DATA GOVERNANCE

Over the last few years, as a result of the passage of the Open Government Data Act of 2019 and in an effort to support ongoing work to improve the quality and access to data for decision-making, USDA established the positions of a Departmental Chief Data Officer and Mission Area Assistant Chief Data Officers.

USDA/USAID has placed an emphasis on the following data governance and stewardship activities:

a. Continuous improvement of the Data Governance Council Charter (Section J, Attachment U) and Team with cross-agency representation of data stewards and data owners.

b. Established data monitoring and reporting tools, reports, and processes using a SAP Information Steward.
c. Implemented processes to support the proactive monitoring of data quality, resulting in improvements to data quality and reduced impacts of poor data on business processes.

C.3.2.6.3 BUSINESS INTELLIGENCE REPORTING

WBSCM must enhance and extend the current Business Intelligence reporting solutions to increase the usability of the data provided in WBSCM. A Business Intelligence Reporting Strategy was developed and implementation will continue to minimize the number of customized system-generated reports required to support the business needs. The initial implementation included reports for USDA users. Future implementation of Business Intelligence Reporting will continue to enhance and extend internal reporting and include a focus on the needs of external users. The current WBSCM Business Intelligence Reporting Strategy and investment utilizes components of SAP Business Intelligence (SAP BI) on High-performance Analytic Appliance (HANA) and the Business Objects visualization tools.

C.3.2.6.4 APPLICATION MODERNIZATION

The SAP product roadmap includes a new generation of the SAP business suite characterized by simplifications and increased efficiencies on the new SAP HANA offering. The WBSCM system has undergone recent upgrades to become HANA-ready, and ongoing development activities are focused on SAP Business Suite 4th Generation HANA (S/4HANA) readiness.

C.3.2.6.5 BID EVALUATION AND OPTIMIZATION SYSTEM

The WBSCM system supports the full range of acquisition management activities needed to procure commodities and related services. The current system collects vendor offers, which may include pricing and constraint data. Offers and constraints must be properly evaluated and optimized by Government staff, resulting in an award recommendation.
The content and complexity of the offer data necessitate the use of a third party ASO tool. The WBSCM SAP SRM system is integrated directly with the third party tool to deliver optimization for bid evaluation and award decisions for commodities and freight. Additionally, the ASO tool provides comprehensive functionality to support USDA’s bid evaluation process, including standard reporting and analytic capabilities, pre-populated procurement best practices, and extensive flexibility in modifying and updating optimization rules and constraints through user-friendly interfaces. The current ASO is highly customized to support the unique requirements of the WBSCM domestic and international procurement processes.

C.3.2.6.6 PROCESS AUTOMATION

The Government recognizes the need to pursue automation of certain tasks to streamline operations and create efficiencies, allowing resources to invest time in more value-added activities such as identifying analytics and continuous improvement opportunities. Current process areas recently automated and being further enhanced include electronic invoicing approvals, regression test automation, and the exchange of financial information with the Financial Management Modernization Initiative (FMMI).

C.4 OBJECTIVE

The objective of this TO is to maintain, sustain, and enhance WBSCM by providing continuous improvements and developing innovative solutions in a dynamic environment to meet the evolving business needs of USDA/USAID food and nutrition programs. This includes the following objectives:

a. Maintain the availability, integrity and continuity of business processes, operations, and activities performed in or supported by WBSCM.
b. Maintain WBSCM and keep all software, hardware, and infrastructure components (including cloud) current without undue stress on business operations.
c. Continuously improve and expand WBSCM functionality and reporting to provide better service delivery to domestic food assistance and nutrition programs, international food assistance programs, and agricultural marketing programs.
d. Continuously pursue business process improvement efforts to better utilize COTS out-of-the-box functionality to reduce customizations.
e. Continue to introduce commercial supply chain best practices and new capabilities.
f. Expand the use and user base of WBSCM, including the capability to support the acquisition of non-commodity products and services.
g. Explore additional efficiencies by expanding and streamlining existing interface capabilities.
h. Continuously improve customer experience by streamlining processes and providing improved user interfaces.
i. Create more reporting flexibility to end users such as the ability to configure standard reports (add or remove data) and report on larger timeframes to enhance analysis and decision making.
j. Expand connectivity to partners and their systems to automate more data sharing processes.
k. Expand automation across all task areas.

As mentioned in Section C.3.2.6.1, USDA/USAID plans to continue implementation of the BMI. The BMI effort is driven by the business, focuses on business processes, and will likely result in changes to those processes. Outputs of the BMI effort, as well as outputs from current activities, can be found in the BMI Requirements (Section J, Attachment X) for review, assessment, and recommendation. The contractor shall work with USDA/USAID to identify the best solution(s) available to implement the business process changes and meet the objectives identified above. In addition to the objectives, specific improvements and goals of this TO include:

a. Continuously improving service to customers, suppliers, and business partners.
b. Continuously improving the operation and management of commodity acquisition and distribution programs.
c. Increasing overall WBSCM efficiency, including hardware and software, in order to provide the Government the best value within available funding.
d. Assessing the output from the BMI and other functional upgrade activities to determine if COTS software can support the recommended capabilities and implementing it as approved by the Government.

e. Minimizing business disruptions and downtime.
f. Promoting an integrated work environment to ensure the contractor and Government staffs are knowledgeable in the business needs and technology solutions supporting those needs.
g. Supporting security requirements, including Assessment and Authorization (A&A), to meet required standards, regulations, and policies.
h. Continuously improving system performance.
i. Maintaining currency of all software and components including security and support patches.
j. Ensuring business processes and the system are fully documented to facilitate efficient support and future improvements.

C.5 TASKS

The following tasks areas are included in this TO:

Task 1 - Provide Program Management Services

Task 2 - Provide Operation and Maintenance (O&M) Services

Task 3 - Provide Technical and Functional Upgrade Support Services

Task 4 - Provide Systems Migration and Interface Support

Task 5 - Emerging Technology

C.5.1 TASK 1 – PROVIDE PROGRAM MANAGEMENT SERVICES

The contractor shall provide program management support under this TO. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Performance Work Statement (PWS).

The contractor shall provide a Program Manager (PM) to serve as the Government's main Point of Contact (POC) and provide overall leadership and guidance for all contractor personnel assigned to the TO. The PM is ultimately responsible for the quality and efficiency of the TO including technical issues and business processes.

In order to meet departmental reporting requirements, the contractor shall use the latest template defined by the USDA or a previously approved contractor format for the deliverables in Section F and the work products in the Work Product List (Section J, Attachment H).

C.5.1.1 SUBTASK 1.1 – COORDINATE A KICK-OFF MEETING

The contractor shall schedule, coordinate, and host a Program Kick-Off Meeting at a location approved by the Government (Section F, Deliverable 02). The meeting shall provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting shall provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include Key contractor Personnel, the USDA Technical Point of Contact (TPOC), other relevant Government personnel, and the FEDSIM Contracting Officer's Representative (COR).

At least three days prior to the Kick-off Meeting, the contractor shall provide a Kick-Off Meeting Agenda (Section F, Deliverable 03) for review and approval by the FEDSIM COR and the WBSCM TPOC prior to finalizing. The agenda shall include, at a minimum, the following topics/deliverables:

a. Plans for delivering each of the following deliverables:
    1. Program Management Plan (PMP) (Section F, Deliverable 05).
    2. Quality Management Plan (QMP) (Section F, Deliverable 06).
    3. Integrated Master Schedule (IMS) (Section F, Deliverable 07).
    4. Transition-In Plan (Section F, Deliverable 08)
    5. Configuration Management Plan (CMP) (Section F, Deliverable 10)
    6. Risk Management Plan (RMP) (Section F, Deliverable 11)
b. POCs for all parties.
c. Security discussion and requirements (i.e., building access, badges, Personal Identity Verification (PIV) cards.
d. Financial reporting and invoicing requirements.
e. Performance metrics and Acceptable Quality Levels (AQL) discussion.

The Government will provide the contractor with the number of Government participants for the Kick-Off Meeting, and the contractor shall provide sufficient copies of the presentation for all present.

The contractor shall draft and provide a Kick-Off Meeting Minutes Report (Section F, Deliverable 04) documenting the Kick-Off Meeting discussion and capturing any action items.

C.5.1.2 SUBTASK 1.2 – PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor shall develop and provide an MSR (Section J, Attachment I) (Section F, Deliverable 09). The MSR shall be organized and presented in an easily accessible format and contain appropriate content and level of detail to facilitate efficient, informed decision-making by the Government.

The MSR shall include, at a minimum, the following:

a. Activities during the reporting period, by task (include ongoing activities, new activities, and activities completed, and progress to date on all above mentioned activities). Each section shall start with a brief description of the task.
b. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
c. Personnel gains, losses, and status (BI, etc.).
d. Government actions required.
e. Schedule (show major tasks, milestones, and deliverables; planned and actual start and completion dates for each; and the percent complete for each).
f. Summary of trips taken, conferences attended, etc. (attach Trip Reports (Section J, Attachment H; Work Product 05) to the MSR for reporting period).
g. Cost incurred per CLIN.
h. Accumulated invoiced cost for each CLIN up to the previous month.

i. Projected cost of each CLIN for the current month.
j. Project level (Projects that are valued at one million dollars or more or as otherwise identified by the Government) Earned Value Management (EVM) reporting in accordance with Section H.9. All reporting requirements in Section H.9 may not be required for each project, the Government will give direction, but at a minimum the following is required:
    1. Planned Value (PV), Earned Value (EV), Actual Cost (AC), Actual Cost, Estimate to Complete (ETC), Estimate at Complete (EAC), and Budget at Complete (BAC).
    2. Cost Variance (dollars and percentage).
    3. Schedule Variance (dollars and percentage).
    4. Schedule Status including, but not limited to, percent complete; milestone scheduled, planned, and actual finish dates; and critical path analysis.
    5. Variance explanations for any positive or negative variance that is greater than ten percent.
k. List of issues and risks, including risk area, probability, impact description, mitigation, and contingency plan.
l. Monthly investment operating metrics (to be defined by USDA).

C.5.1.3 SUBTASK 1.3 – PREPARE AND UPDATE A PMP

The contractor shall document all support requirements in a PMP and shall provide it to the Government (Section F, Deliverable 05).

The PMP shall:

a. Describe the proposed management approach.
b. Include milestones, tasks, and subtasks required in this TO.
c. Provide for an overall Work Breakdown Structure (WBS) with a minimum of three levels and associated responsibilities and partnerships between Government organizations.
d. Describe in detail the contractor's approach to risk management under this TO.
e. Describe in detail the contractor's approach to communications, including processes, procedures, communication approach, and other rules of engagement between the contractor and the Government.
f. Provide a Communication Plan.
g. Provide an EVM Plan.

The PMP is an evolutionary document that shall be updated annually at a minimum and as program changes occur. The contractor shall work from the latest Government-approved version of the PMP.

C.5.1.4 SUBTASK 1.4 – COMMUNICATION PLAN

The contractor shall review the current Communication Plan provided at Program Start (PS) and develop and deliver an updated Communication Plan as part of the PMP that, at a minimum, provides the following information:

a. Methods of communication.

b. Timing of communication.
c. Reasons for communication.
d. Audience.
e. Roles and responsibilities.
f. Key messages.

The Communication Plan shall address how actual or potential problems shall be communicated to the FEDSIM COR and the WBSCM TPOC. The contractor shall be responsible for bringing to the attention of the FEDSIM COR and WBSCM TPOC any actual or potential problems in performing assigned tasks within 24 hours of identifying the problem/potential problem.

The contractor shall also address in the Communication Plan how internal and external users and potential new users of WBSCM systems will be informed of upcoming modifications and additions to system/application functionality, including any impacts the changes may have on the users.

C.5.1.5 SUBTASK 1.5 – QUALITY MANAGEMENT PLAN (QMP)

The contractor shall identify and implement its approach for providing and ensuring quality throughout its solution to meet the requirements of the TO. The contractor shall provide a QMP and maintain and update it as changes in the program processes are identified (Section F, Deliverable 06). The contractor's QMP shall describe the application of the appropriate methodology (i.e., quality control and/or quality assurance) for accomplishing TO performance expectations and objectives. The QMP shall describe how the appropriate methodology integrates with the Government's requirements.

C.5.1.6 SUBTASK 1.6 – PROVIDE MEETING AGENDAS AND MINUTES

The contractor shall prepare and deliver a Meeting Agendas (Section J, Attachment H; Work Product 06) for "formal" meetings and reviews that the contractor facilitates. The contractor shall include all supporting material(s) for the meeting with the agenda.

The contractor shall prepare and deliver Meeting Minutes (Section J, Attachment H; Work Product 07) for "formal" meetings and reviews that the contractor initiates, as well as meetings where the Government requires contractor attendance. At a minimum, the Meeting Minutes shall contain the following:

a. Date and place
b. Attendees.
c. Purpose of meeting/review.
d. Brief description of items discussed.
e. Results/decisions made.
f. Action items.

The contractor shall submit meeting minutes to the WBSCM TPOC, FEDSIM COR, and any other meeting attendees.

C.5.1.7 SUBTASK 1.7 – INTEGRATED MASTER SCHEDULE (IMS)

The contractor shall establish and maintain an IMS (Section F, Deliverable 07) in accordance with USDA/USAID guidance that will be used to verify the attainability of TO objectives, evaluate progress toward meeting program objectives, and integrate the program schedule activities with all related components. The IMS shall depict TO milestones, accomplishments, and discrete tasks/activities from PS to the completion of the TO. The IMS shall provide the specific detail for the contractor to manage the work at no less than a two-week basis (unless agreed to by the Government).

C.5.1.8 SUBTASK 1.8 – CONFIGURATION MANAGEMENT PLAN (CMP)

The contractor shall review the current CMP provided at PS and develop and deliver a CMP (Section F, Deliverable 10) that includes support for managing dual-path development efforts (i.e., bug fixes and enhancements releases being worked on in parallel).

The CMP shall identify and document the overall methods and procedures necessary to perform configuration management on all IT components under its purview (e.g., the WBSCM application and its platform). It shall describe all configuration and change management activities that will be performed during the term of the TO, including:

a. Identification of configuration items.
b. Software version control and management.
c. Hardware version control and management.
d. Configuration upgrade procedures.
e. Control and implementation of change.
f. Recording and reporting implementation status.
g. Conducting configuration audits.
h. Review and approval cycles as well as approval authority.

The contractor shall adhere to the processes/procedures documented in the CMP.

C.5.1.9 SUBTASK 1.9 – PROVIDE RISK MANAGEMENT SUPPORT SERVICES

The contractor shall review, assess, and support the risk management processes. To fulfill these requirements, the contractor shall, at a minimum:

a. Review the current Risk Management Plan (RMP) (Section F, Deliverable 11) and provide updates as needed.
b. Convene a Risk Assessment/Risk Validation Review Session (Section J, Attachment H; Work Product 01) to review the current Risk Register (Section J, Attachment H; Work Product 36) and update and distribute risks and opportunities as needed.

   Assist in monitoring and controlling risks and opportunities on a monthly basis.

C.5.1.10 SUBTASK 1.10 – CONVENE CONTRACT ACTIVITY/TECHNICAL STATUS MEETINGS

The contractor PM shall convene a weekly Contract Activity/Technical Status meeting (commonly known as the PMO meeting) (Section J, Attachment H; Work Product 02) with the FEDSIM COR and USDA/USAID PMO members. The contractor shall provide a meeting

hosting platform and Convene Contract Activity/Technical Status Meeting Minutes (Section J, Attachment H, Work Product 03). The purpose of this meeting is to ensure stakeholders are informed of the program activity, status, service desk incidents, and metrics; provide an opportunity to identify other activities and establish priorities; and provide an opportunity to coordinate resolution of identified problems or opportunities.

The Contract Activity/Technical Status meeting shall cover the following topics, at a minimum:

a. Progress toward milestones.
b. Operations status and solution monitoring.
c. Release management.
d. Project updates.
e. Upcoming deliverables.
f. Changes in support during the period.
g. Issues and risks.
h. AQL metrics.
i. Action items and key PMO decisions.

C.5.1.11 SUBTASK 1.11 – CONVENE LEADERSHIP COORDINATION MEETING

The contractor shall convene a weekly Leadership Coordination Meeting with USDA, FEDSIM, and the contractor lead project managers prior to the Contract Activity/Technical Status Meeting with the at-large USDA PMO as identified in Section C.5.1.10. The purpose of this meeting is to inform Government project managers of the program activity and status and provide an opportunity to identify other activities and establish priorities. This leadership meeting provides an opportunity for more in-depth conversations to coordinate resolutions of identified problems or opportunities.

The weekly meeting shall cover, at a minimum, the following topics:

a. Funding/burn/contractual actions.
b. Project governance and issues.
c. Key O&M concerns and successes.
d. Strategic initiatives.

C.5.1.12 SUBTASK 1.12 – CONVENE DEFECT REVIEW BOARD (DRB)

The contractor shall convene DRB meetings with USDA/USAID for the purpose of reviewing and prioritizing defects and change requests as well as discussing recent help desk incidents, system problems, and upcoming maintenance activities.

The DRB shall meet at a frequency sufficient to manage and review defects and change requests in an efficient and timely manner (currently held weekly).

The contractor shall organize and serve as the POC for the DRB meetings. Government attendance normally includes functional representatives, PMO members, and agency SMEs. The contractor can invite technical leads as deemed necessary by the Government.

C.5.1.13 SUBTASK 1.13 – CONVENE CHANGE CONTROL BOARD (CCB)

The contractor shall convene CCB meetings with USDA/USAID for the purpose of reviewing the status of projects, releases, and maintenance activities and reviewing and prioritizing defects, change requests, and system problems. The CCB shall meet at a frequency sufficient to manage responsibilities in an efficient and timely manner (currently held weekly).The contractor shall organize and serve as the POC for the CCB meetings. Government attendance normally includes CCB members from various organizations. The contractor can invite technical leads as deemed necessary by the Government.

C.5.1.14 SUBTASK 1.14 – TRANSITION-IN

The contractor shall provide a Transition-In Plan (Section F, Deliverable 08) as required in Section F. The contractor shall ensure that there will be minimum service disruption to vital Government business and no service degradation during and after transition. The contractor shall start implementing its Transition-In Plan No Later Than (NLT) ten calendar days after PS, and all transition activities shall be completed 60 calendar days after the Transition-In Plan is approved by the Government.

a. The Transition-In Plan shall cover the contractor's methodologies for the following areas at a minimum:
    1. Transition scope, goals, and objectives.
    2. Roles and responsibilities/transition management team.
    3. Risk and mitigations.
    4. Schedule/milestones.
    5. Documentation/deliverables.
    6. Critical path items.
    7. Knowledge transfer.
    8. Asset management.
    9. Staffing status.
b. The Transition-In Plan shall describe how the contractor plans to manage and coordinate with the outgoing contractor and the Government in the following key operational areas, at a minimum:
    1. Program management activities.
    2. O&M services (functional and technical support).
    3. Support services (user and system).
    4. Release management,
    5. Technical solution and architecture.
    6. Organizational Change Management (OCM).
    7. Quality Management.

C.5.1.15 SUBTASK 1.15 – TRANSITION-OUT

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to incoming contractor/Government personnel. The contractor shall provide a Transition-Out Plan within six months of PS (Section F, Deliverable 12). The contractor shall

review and update the Transition-Out Plan in accordance with the specifications in Sections E and F.

In the Transition-Out Plan, the contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

a. Program management processes, including Project, Technical, and Operational Processes.
b. Contractor POCs and other resources.
c. Location of all technical, operational, project, and program management documentation.
d. Status of ongoing projects, operational, and technical initiatives.
e. Appropriate contractor-to-contractor coordination to ensure a seamless transition.
f. Transition of Key Personnel roles and responsibilities.
g. Identification and status of schedules and milestones.
h. Actions required of the Government.
i. Identification and transfer of Government-owned hardware and software currently being utilized.
j. Commitment and plan to use current personnel to enable institutional knowledge transfer, including a schedule for ramping down both Key and Non-Key Personnel throughout the transition-out period.
k. Identification of Transition Risks and associated mitigation strategies to ensure WBSCM continuity of operations.
l. Transfer of data rights, source code, and documentation developed under this TO. in accordance with the relevant Rights in Data FAR Clauses incorporated by reference within Section I of this TO.

The contractor shall also establish and maintain effective communication with the incoming contractor and Government personnel for the period of the transition via weekly status meetings or as often as necessary to ensure a seamless transition-out.

The contractor shall implement its Transition-Out Plan at the request of the Government or NLT six months prior to expiration of the TO.

C.5.2 TASK 2 – PROVIDE O&M SERVICES

The contractor shall provide O&M services under this TO in collaboration with Government personnel. The Government will collaborate with the contractor to arrive at a prioritized list of change requests. The Government will then approve the final release based on content, cost, and the available budget in accordance with the WBSCM systems governance structure.

The contractor shall work in collaboration with USDA/USAID to balance the needs and requirements of all O&M activities. There shall be continuing alignment between the contractor and USDA/USAID regarding work priorities. Production support remains the highest priority. Subsequent priorities include, but are not limited to, assessment and deployment of bug fixes, as prioritized by the Government, and assessment and deployment for key maintenance tasks to sustain and improve overall production operations, including full lifecycle support for change request tickets prioritized by USDA/USAID.

Additional details on the O&M activities and services are available in the Current Environment (Section J, Attachment D).

C.5.2.1 SUBTASK 2.1 – UPDATE AND ADHERE TO THE O&M PLAN

The contractor shall review and adhere to the processes and procedures established in the current version of the O&M Plan provided at PS until an updated O&M Plan is submitted by the contractor and accepted by the Government (Section F, Deliverable 13).

The contractor shall meet the AQLs for service provided on this TO (Section J, Attachment V).

C.5.2.2 SUBTASK 2.2 – PROVIDE USER SUPPORT SERVICES

The roles and responsibilities of the three-tiered user support model are summarized in the Current Environment (Section J, Attachment D); O&M user support levels are further detailed in this section. The contractor shall provide Level 1, Level 2, and Level 3 support in coordination with applicable third-party support contractors for all TO systems. The contractor shall provide user support service desk activities from contractor facilities. Additional information about the types of incidents and magnitude are available in the Current Environment (Section J, Attachment D) and 2019 Incident Report (Section J, Attachment Y).

C.5.2.2.1 PROVIDE LEVEL 1 – SERVICE DESK SUPPORT

The contractor shall provide Incident and Problem Management support for the WBSCM system and identified subsystems.

At a minimum, customer incidents shall be accepted by the WBSCM Service Desk via telephone and electronic mail (email). Examples of Level 1 Service Desk support include, but are not limited to, assisting users with registration, running reports, basic navigation, creating favorites to launch transactions, and executing transactions. Additional support includes user setup and investigation and analysis of problems to identify cause in order to better determine the organization that can provide the best solution. Reoccurring types of Service Desk calls include, but are not limited to, account access difficulties, system concerns (e.g., performance or usability), operational issues (e.g., invoicing, goods receipts), and user familiarity issues (new users).

In support of the Level 1 Service Desk, the contractor shall:

a. Implement and use a service desk incident management tool hosted in a FedRAMP Moderate or higher certified environment to record and manage all inquiries and incidents received through the Service Desk. ServiceNow is the current and historical incident management tool containing data from system inception. The incident management system and content must be made available to users to allow the running of reports and the viewing of current details for specific incidents. The Level 1 incident management tool shall provide USDA/USAID support personnel direct access to view the contents of all Level 1 tickets.
b. Provide one central incoming POC, including a dedicated toll-free number (supplied by USDA) and email address (supplied by the contractor).
c. Receive inquiries, record tickets, and process and resolve incidents. Incidents are opened by Government and non-Government users.
d. Log a defect into the defect management tool (currently Micro Focus Application Lifecycle Management), which will be provided as Government-Furnished Property (GFP) should an incident identify a deficiency, technical weakness, processing or data

error, execution problem, performance issue, or any technical incongruity that is unexpected or undesired by the Government.

e. Convene DRB/CCB meetings as described in Section C.5.1.12 and C.5.1.13 to discuss new defects, the scope of open defects, and the scheduling of defect review and resolution into system releases. The scheduling of defect resolution must conform to and be in accordance with the WBSCM systems governance structure. The DRB/CCB meetings also review high (in reference to the priority service incident system mentioned above) Service Desk incidents to keep all parties informed of the status of these incidents.

f. Create and maintain a Knowledge Base (Section J, Attachment H; Work Product 08) available to USDA/USAID and all users. The Knowledge Base should be indexed and answer common questions for problems such as helping users with login and navigation issues, identifying defects, assisting users with running reports, creating favorites to launch transactions, and detailing how to access context sensitive help/training materials. The contractor shall collect a library of questions and answers from Service Desk incidents as well as receive input from USDA/USAID. The Knowledge Base shall be set up and made available at an internet-accessible location as agreed upon by USDA/USAID and the contractor.

g. Route incident tickets to appropriate escalation points for Level 2 WBSCM Systems Application, Level 2 USDA/USAID Business Operations, and Level 3 Vendor Support. The Service Desk shall take the time to discern what issue the user is encountering prior to forwarding to an Agency Service Desk.

h. At the Level 1 support staff level, record, at a minimum, the contact's name, telephone number, email address, organization and role, business process involved, details of the problem, urgency, and impact of the issue before forwarding the incident. The use of triage templates is required for consistency. The Level 1 support staff shall follow a documented escalation process for escalating incidents to Level 2 and Level 3 support. The Level 1 support staff shall continue to coordinate resolution and closure of routed incidents.

i. Update and maintain Standard Operation Procedures (SOPs) for incident management, problem management, asset management (for software inventory and renewals), change management, configuration management, knowledge management, and continuity management activities in alignment with industry best practices.

j. Identify themes and issues that can be mitigated through additional communications, additional training or education, or change requests and reports to USDA/USAID. The goal is to minimize the need for training by providing a system that is user friendly and intuitive. Current training materials include work instructions (Section J, Attachment H; Work Product 22), job aids, and concept slides in support of eLearning, USDA-led instructor training, and Government-led Webinars. USDA anticipates that these training materials will reflect the functionality in WBSCM systems.

k. Recommend suggested improvements and mitigation strategies.

l. Report incident activity as outlined in the O&M Plan.

m. Provide support personnel who are expected to maintain updated knowledge with current applications, as appropriate, when dealing with WBSCM systems. The O&M Plan should detail the training and communication approach.

n. Convene and lead a weekly Service Desk meeting that includes the Service Desk POCs from each agency. This meeting discusses improvement initiatives, current service desk challenges, and customer support issues.

C.5.2.2.1.1 SERVICE DESK HOURS OF SUPPORT

The contractor shall provide standard Service Desk support from 7:00 a.m. to 5:00 p.m. Central Time, Monday through Friday, excluding United States Office of Personnel Management (OPM)-approved Federal holidays.

The contractor shall provide two types of off-hours Service Desk support: (1) on-call support and (2) pre-arranged support for specialized processing. For on-call support, at a minimum, the contractor shall:

a. Correct system access and application failures detected by data center staff or automated monitoring tools during weekday off-hours, weekends, and holidays with the goal of maintaining availability 24 hours a day, seven days a week (24x7) for global users of the WBSCM application.
b. Address incidents that negatively impact users and keep them from properly transacting very time-sensitive business processes where the completion requirement is typically within the next 24 to 48 hours.
c. Designate a POC for on-call support.

Requests for pre-arranged "off-hours" support for specialized processing must be made by USDA/USAID in accordance with the WBSCM systems governance structure. Section C.5.2.2.8 provides more detail regarding specialized processing support. Off-hours support (both on-call and pre-arranged) includes Level 1, Level 2, and coordination with Level 3 as needed to resolve emergency or critical incidents, including support for time-sensitive business processes.

C.5.2.2.2 SERVICE DESK SURVEY

The contractor shall request a Service Desk Survey (Section J, Attachment H; Work Product 09) from, at a minimum, every fifth user accessing Service Desk services. The frequency of requesting user input shall not drop below one request per five users opening a help incident, or until USDA/USAID requests a different frequency. A change in frequency for Service Desk Surveys must be approved by USDA/USAID.

C.5.2.2.3 COORDINATE LEVEL 1 – USDA SINGLE SIGN ON (EAUTHENTICATION SUPPORT)

USDA uses and owns eAuthentication, the Identity Management (IDM) tool for WBSCM systems. If changes to the USDA single sign on (eAuthentication) link are required in order to properly continue the interface between WBSCM systems and the USDA system, the contractor shall redirect username and password issues to the USDA eAuthentication website or Service Desk after an initial triage to assist the user.

The contractor shall coordinate all changes to the USDA eAuthentication link with the USDA eAuthentication administrators and USDA/USAID.

C.5.2.2.4 COORDINATE LEVEL 2 –BUSINESS OPERATIONS

The contractor shall route business operations support incident tickets to the appropriate Level 2 business operations support team or POC as described in the O&M Plan. The contractor shall continue to coordinate resolution and closure of routed incidents.

C.5.2.2.5 PROVIDE LEVEL 2 – WBSCM SYSTEMS APPLICATION SUPPORT

The contractor shall provide O&M Level 2 WBSCM Systems Application support for the WBSCM systems in accordance with the current O&M Plan (Section F, Deliverable 13) until a revised plan is approved by the Government.

The contractor shall provide O&M Level 2 support for WBSCM systems security, system, and database administration tasks required for all production and non-production systems.

The contractor shall, at a minimum:

a. Diagnose/troubleshoot issues referred by Level 1 Service Desk.
b. Validate the issue with the end user or SME as required.
c. Identify the component in the error whether technical infrastructure, technical configuration, application functional configuration, data issue, or Reports, Interface, Conversion, Enhancements, Forms, and Workflow (Section J, Attachments J, K, L, and M) object issue and update all relevant documentation.
d. Report the finding and resolution to Level 1 or USDA/USAID SME (identify workaround if applicable).
e. Follow a change control process to develop, fix, and schedule production implementation in coordination with the maintenance release process.
f. Escalate to and coordinate with Level 3 vendor support for further troubleshooting if required.
g. Facilitate knowledge transfer by contributing to the development of the incident Knowledge Base, conducting informal training sessions, and supporting regression testing activities as authorized, prioritized, and approved by USDA/USAID.

C.5.2.2.5.1 SUPPORT INTEGRATION WITH OTHER VENDORS

The contractor shall coordinate with several other vendors for successful operations.

The contractor shall report incidents and problems related to physical infrastructure, hardware, networks, operating systems, etc., and escalate such issues to the appropriate Level 2 Data Center support. The contractor shall continue to coordinate resolution of routed incidents with the data center and USDA/USAID, as needed, until the incident is closed. The contractor shall not be responsible for any aspect of availability or other SLAs affected by the data center's performance or any areas of the data center's responsibility.

C.5.2.2.6 COORDINATE LEVEL 3 – VENDOR SUPPORT

The contractor shall identify and/or report incidents and problems related to system interfaces and software issues. The contractor shall then escalate such issues as appropriate and coordinate resolution with USDA/USAID and the respective third-party vendors. The contractor shall also coordinate meetings to discuss related issues with USDA/USAID.

The contractor shall provide USDA/USAID personnel with SAP Service Marketplace user Identifications (IDs) upon request by the PMO, so that the USDA/USAID can display customer message content logged by the contractor, search for OSS, and display other standard content available to customers on the WBSCM system.

C.5.2.2.7 PROVIDE AD HOC TRAINING/TECHNICAL ASSISTANCE

The contractor shall explain, review, and provide training to USDA/USAID personnel on updated functionality or other system changes. The contractor shall leverage appropriate resources to brief users and/or USDA/USAID on the functionality using communication tools as authorized and approved by the PMO. The Government anticipates 15 to 20 hours of ad hoc training/technical assistance requested per month (180 to 240 hours per year).

C.5.2.2.8 PROVIDE SUPPORT FOR SPECIALIZED PROCESSING

The contractor shall provide the following specialized processing support, at a minimum:

a. AMS Bid Day/Night Support – The AMS requires bid day/night support for certain business activities. The contractor shall provide Level 1 and Level 2 support to AMS and USAID users and support personnel to monitor and resolve any issues that may negatively impact the late evening and overnight procurement processes. Bid night after-hours processing occurs two to three times per month for international packaged procurements. Bid day processing occurs approximately 30 times per month for international bulk procurement and domestic procurement combined, normally completed during normal business hours. The support requires an immediate response and prioritization to complete awards according to the Government-defined schedule. AMS provides a weekly updated procurement schedule showing procurement activities for domestic and international purchases. For domestic purchases, bids are opened one day and awarded within the next two days. For international purchases, bids are opened and must be awarded by noon the following day. Current procedures are: (1) AMS sends procurement scheduled (for pre-notice) and (2) AMS creates an incident for each procurement to track support or issues.
b. Prepare, test, and perform fiscal year-end processes along with a team of Government POCs, for the new fiscal year, beginning October 1 of each year. In support of year-end processes, the contractor shall also keep, maintain, and share a Fiscal Year-End Checklist (Section J, Attachment H; Work Product 10) that will assist in the planning and knowledge sharing of such activities. At a minimum, the checklist shall include detailed steps, programs, configuration changes, conversions, and other WBSCM application activities required in support of the year-end activities.
c. In coordination with USDA, assist with activating IFMS and decommissioning AIS at individual sites upon the receipt of a service incident.

Requests for on-call, after-hours support for specialized processing must be made by the PMO in accordance with the WBSCM systems governance structure. The Government anticipates approximately 120 hours per year.

C.5.2.3 SUBTASK 2.3 – PROVIDE SOLUTION SUPPORT SERVICES

The contractor shall provide infrastructure and solution integration support as required for all non-production and production environments.

Solution Support Services shall include the following, at a minimum:

a. Solution monitoring.
b. Cyber-security administration and auditing.
c. System administration.
d. Database administration.
e. Data management.
f. Configuration and change management support.
g. Asset management support.
h. Training environment data refresh.
i. COTS software maintenance and patch management.
j. A&A and A-123 support.

The contractor shall recommend hardware and software system changes to improve system reliability, maintainability, availability, performance, and recoverability, as needed. The contractor shall provide the technical specifications and costs (including implementation costs) for hardware and software items and/or services to procure and present to the Government for approval and authorization to procure such items and services.

C.5.2.3.1 PROVIDE SOLUTION MONITORING

The contractor, in coordination with hosting providers and USDA, shall develop and implement a Solution Monitoring Plan (Section J, Attachment H; Work Product 11) to improve system reliability, maintainability, availability, performance, and recoverability in accordance with the maintenance release process. The Solution Monitoring Plan shall include all assets within the WBSCM systems logical and physical boundary (e.g., servers, network and application components, and system and business processes), monitoring parameters, alert notification parameters, and areas of improvement. Issues that impact business processes, system performance, or users shall be reported to USDA/USAID upon detection by the contractor.

The contractor shall monitor system interfaces (including interfaces between component modules and interfaces between WBSCM systems and external systems), connectivity, and throughput parameters to ensure successful system functionality and data sharing. The contractor shall leverage monitoring tools and resources to monitor the health and activity of all interfaces.

The contractor shall work with all providers of infrastructure and infrastructure services to leverage monitoring tools to provide comprehensive monitoring of hardware and software systems for system reliability, maintainability, availability, performance, and recoverability. Tools currently include early watch reporting in Solution Manager, application problem alerts (such as Website Pulse), and other early detection tools. At the weekly Contract Activity/Technical Status meeting, the contractor shall review the results of system monitoring.

The contractor shall install solution monitoring hardware and software and/or execute system configuration changes intended to improve and enhance solution monitoring capabilities. The

contractor shall use the most current vendor-supported technology, where possible, and inform USDA/USAID in cases where this is not feasible.

C.5.2.3.2 PROVIDE RISK-BASED CYBER-SECURITY ADMINISTRATION

The contractor shall support the Government's requirements for cyber-security administration consistent with both, Federal Information Security Management Act (FISMA) requirements (http://csrc.nist.gov/groups/SMA/fisma/index.html) and Office of Management and Budget (OMB) Circular A-123 requirements (http://www.whitehouse.gov/omb/circulars_a123_rev) for WBSCM and all subsystems, including IFMS which contains Personally Identifiable Information (PII). IFMS has its own ATO which will require separate documentation and submission from WBSCM.

The contractor shall develop and implement a USDA/USAID-approved Cyber-Security Plan (Section F, Deliverable 14), to include the following subsections.

a. Security Operations.
b. Release Support.
c. Annual Review Support.

C.5.2.3.2.1 SYSTEM SECURITY CATEGORIZATION

The contractor shall perform system security categorization. The contractor shall assess the system categorization upon a schedule determined by the Government. The contractor's System Security Categorization Assessment (Section J, Attachment H; Work Product 12) shall be submitted in accordance with the PMP. WBSCM and IFMS are currently categorized as a MODERATE system based on FIPS Publication 199 – Standards for Security Categorization (https://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.199.pdf).

C.5.2.3.2.2 SYSTEM SECURITY PLAN

The contractor shall provide input into the System Security Plan (Section F, Deliverable 15). The contractor shall identify and input into a USDA-approved Cyber Security Asset Management (CSAM) system all actions needed to implement security safeguards, and it shall rigorously follow the same outline, in the same order, and with the same nomenclature as found in the most recent revisions of National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53 and NIST SP 800-18 (https://csrc.nist.gov/publications/sp)

The contractor shall present recommended updates to USDA/USAID no greater than 30 calendar days following the test results or changes.

C.5.2.3.2.3 SECURITY ASSESSMENT PLAN

The contractor shall develop a Security Assessment Plan (Section J, Attachment H; Work Product 13) or support the USDA-designated third-party assessor in the generation of the Security Assessment Plan that documents security control assessment objectives and contains a detailed plan to complete the assessment. The contractor shall submit the Security Assessment Plan to the USDA/USAID for review and approval. Upon Government approval, the contractor shall execute the Security Assessment Plan or coordinate with an independent third-party assessor. At a minimum, the Security Assessment Plan shall be updated annually or as required based on continuous monitoring outputs or department guidelines.

C.5.2.3.2.4 SECURITY ASSESSMENT REPORT

The contractor shall evaluate and document the effectiveness of implemented security controls in a Security Assessment Report (Section J, Attachment H; Work Product 14), or provide input to the USDA-designated third-party assessor in the generation of such reports. The contractor shall recommend corrective actions to address deficiencies and/or weaknesses. At a minimum, the Security Assessment Report shall be updated annually or as required based on continuous monitoring outputs. The contractor shall prepare a Plan of Action and Milestones (POA&M) (Section J, Attachment H; Work Product 15) to implement any planned tasks to (1) correct any deficiencies identified in the Security Assessment Report and (2) identify actions to remediate residual system vulnerabilities.

C.5.2.3.2.5 SECURITY STATUS REPORTS AND IMPACT ANALYSIS

The contractor shall prepare Security Status Reports (Section J, Attachment H; Work Product 16) on proposed or actual system changes in coordination with Release Management (including software and infrastructure changes). The contractor shall conduct a Security Impact Analysis (Section J, Attachment H; Work Product 17) to determine the nature and extent of the change on the security controls in place. The Security Impact Analysis shall be scheduled in accordance with the PMP.

C.5.2.3.2.6 SECURITY TOOL ANALYSIS AND RECOMMENDATIONS

The contractor shall use its knowledge of the technical environment and functionality to provide USDA/USAID with Security Tool Recommendations (Section J, Attachment H; Work Product 18) that can improve WBSCM security without degrading functionality. The contractor shall assist USDA/USAID with analyzing various security tools appropriate for WBSCM systems and the USDA/USAID environment and present these alternatives to USDA/USAID for consideration. The Government will review the tool alternatives, and the contractor shall acquire, implement, and administer the Government-approved security analysis tool(s) per the contractor's approved purchasing system to effectively monitor security controls.

C.5.2.3.3 PROVIDE SYSTEM ADMINISTRATION

The contractor shall provide the following System Administration tasks, at a minimum:

a. Starting and stopping systems/instances.
b. Backup and recovery tasks.
c. Job scheduling and monitoring.
d. User/security role administration as it applies for new/updated role/activity implementation.
e. Business workflow administration.
f. Administration of Application Link Enabling (ALE) functions.
g. Electronic Data Interchange (EDI) document administration.
h. Intermediate Document (IDoc) administration.
i. Performance and alert collection/reporting.
j. Diagnostics/troubleshooting.
k. WBSCM/COTS software administration including:

1. Support packages and repairs.
2. Troubleshooting and application support.

l. Disaster Recovery configuration and testing.

The contractor shall maintain accurate documentation regarding the User Security Model. The contractor shall follow, update, and maintain the System Administrator Guide (Section J, Attachment H; Work Product 37) to perform this task.

C.5.2.3.4 PROVIDE DATABASE ADMINISTRATION

The contractor shall perform the following database administration tasks, at a minimum:

a. Backup and recovery tasks.
b. Database growth management and reorganization (capacity planning).
c. Database performance analysis, tuning, and troubleshooting.
d. Database patch administration.
e. Performance monitoring and tuning of applications, reports, and queries.
f. Security administration to ensure that databases are secure and stable and that the integrity of the information is maintained.

C.5.2.3.5 PROVIDE SUPPORT FOR DATA MANAGEMENT ACTIVITIES

The contractor shall support USDA/USAID's data management processes by:

a. Providing mass updates.
b. Providing research and analysis for master data updates and defect resolution.
c. Performing configuration changes in support of master data.
d. Participating in monthly Government-led data management/data governance meetings.
e. Bi-weekly review of the Data Rules reports for FUL, PRO and, FIN functional areas.
f. Providing support, monitoring, and enhancements for data quality reports.
g. Supporting the development and maintenance of a data dictionary/catalogue.

Additional information in the Master Data Maintenance Tables is available in the Current Environment (Section J, Attachment D).

C.5.2.3.6 PROVIDE CONFIGURATION AND CHANGE MANAGEMENT SUPPORT

The contractor shall provide application configuration and change management tasks such as transport and change management configuration and execution for monthly and quarterly releases as well as quality management.

The contractor shall establish and maintain System Configuration Baselines (Section F, Deliverable 16) for WBSCM systems, including hardware Operating Systems (OS), software, applications, databases, storage, and IT infrastructure. The contractor shall notify the WBSCM Director if assistance is needed to obtain or update information from third parties.

All changes to the environments shall be conducted in accordance with the approved CMP and WBSCM systems governance process.

C.5.2.3.7 PROVIDE ASSET MANAGEMENT SUPPORT SERVICES

The contractor shall monitor and inform the Government of expiring hardware and software maintenance agreements, warranties, and license agreements beginning at 180 days prior to expiration. For the assets that the Government expresses its intent to renew via the contractor, the contractor shall prepare a Request to Initiate Purchase (RIP) Template (Section J, Attachment O) for the Government, and upon Government approval, the contractor shall acquire the assets through this TO. The Government will provide a current list of assets as Government-Furnished Information (GFI) after the PS date. The contractor shall monitor, track, and update asset information to ensure that it is current, accurate, and reflects new assets.

The contractor shall forecast and provide program needs for hardware, software, maintenance agreements, license agreements, and service contracts throughout the period of performance.

The contractor shall manage Government-approved, contractor-developed procedures for asset management for WBSCM systems hardware, software, licenses, OS, maintenance agreements, applications, databases, and other IT infrastructure.

C.5.2.3.8 TRAINING ENVIRONMENT DATA REFRESH ACTIVITIES

The contractor shall refresh the training environment on a weekly basis with data contained from a previous training snapshot in order to maintain consistency with data mapped to existing training exercises. The contractor shall also create an updated training snapshot on a weekly basis to capture any additional training data provided by the Government or contractor to support ongoing training activities. The snapshot/refresh activities are currently automated, requiring minimal effort, and the contractor typically updates training data (e.g., delivery dates) on a quarterly basis in order to keep the training data valid.

C.5.2.3.9 PROVIDE COTS SOFTWARE MAINTENANCE AND PATCH MANAGEMENT SERVICES

The contractor shall develop and implement a comprehensive COTS Software Maintenance Plan (Section F, Deliverable 17), ensuring all COTS software remains on standard support software platforms. COTS software updates include new releases, enhancement packs, security packs, support packs, and/or support notes to address bugs, security risks, and vulnerabilities.

The contractor shall keep all COTS software no more than 15 months behind the product vendor maintenance and patch release cycle, or as approved by the PMO. The contractor shall analyze the impact of the COTS software updates and communicate to the Government any impacts including risks, mitigations, downtime requirements, and dependencies. The Government will review the contractor’s analysis and recommendation and provide a decision regarding proceeding with the update.

The contractor shall provide software enhancement and patch management services in accordance with the O&M Plan and the WBSCM systems governance process. The contractor shall provide software enhancement and patch management services including:

a. Identification of software and hardware enhancement opportunities and requirements.
b. Implementation of enhancements to system interfaces in coordination with USDA/USAID and applicable third-party system staff as appropriate.

c. Implementation of software enhancements/patches in coordination with JAGGAER and DISC and in alignment with USDA/USAID-identified priorities and governance process.
d. Implementing support packages and security patches.
e. Implementing software fixes (e.g., SAP OSS, Database patches).

Hardware and operating software enhancements will be implemented by DISC Data Center Operations Support. Operating system software fixes (Solaris patches, Linux patches, Windows patches) will also be implemented by DISC Data Center Operations Support.

C.5.2.4 SUBTASK 2.4 – PROVIDE RELEASE MANAGEMENT

The contractor shall collaborate with the Government to review, prioritize, and implement defect resolutions and change requests in a strategic manner by focusing on system updates at an enterprise level to meet overall commodity program needs. The contractor shall package and implement releases that address system bugs, improve functionality to better support the business and users, and reduce system and functional challenges in key solution areas.

Releases can include updates such as defect resolutions, improvements to existing functionality, minor change requests, and updates required due to COTS enhancements or patches.

In support of this task, the contractor shall develop and implement a Release Management Strategy (Section F, Deliverable 18). The Release Management Strategy shall support a multi-path development process where work on enhancements and maintenance activities can occur in parallel while maintaining the integrity of each system change. Previously scheduled releases have included both change requests and bug fixes.

The contractor shall propose the frequency of releases to best meet the Government requirements and business needs without negatively impacting users.

Release management activities shall include:

a. Supporting the business and technical components of the release process.
b. Collaborating with USDA/USAID to develop functional and technical requirements, discussing design options, and agreeing upon the most appropriate course of action prior to implementing any system updates.
c. Collaborating with USDA/USAID to determine if a suitable workaround can be implemented for application and system defects as an interim solution to mitigate the impact of the defect. If a suitable workaround does not exist, the contractor shall develop a permanent solution on an accelerated timeline, in accordance with the WBSCM systems governance structure.
d. Collaborating with USDA/USAID to schedule and prioritize work on defects and change requests. USDA/USAID will identify a priority for each change/maintenance request. The contractor shall work with the Government on release content based on the documented priority of the outstanding defects. The contents and progress on each release will be reviewed with the Government at the weekly CCB.
e. Implementing system updates in accordance with the contractor-supplied and Government-approved quality assurance, change control, and configuration management processes.

f. Updating system support documentation if changes or additions occurred as a result of the updates. System support documentation includes, but is not limited to:
    1. Functional requirements.
    2. Technical requirements.
    3. Functional and technical design documentation.
    4. Configuration rational documentation.
    5. User guides (Section J, Attachment H; Work Product 34), Work Instructions (Section J, Attachment H; Work Product 22), and Training Documentation (Section J, Attachment H; Work Product 23).
    6. Security Roles/Activities Spreadsheet (Section J, Attachment H; Work Product 19).
    7. Defect Tracking Tool (Section J, Attachment H; Work Product 20).
    8. Solution manager project and business process documentation.
g. Performing regression testing, performance testing, and UAT as appropriate to ensure that minimum defects and no negative performance impacts are introduced as a result of the changes.
h. Contributing to the Service Desk knowledge base.
i. Creating/posting Release Notes (Section J, Attachment H; Work Product 21) for each release.
j. Conducting informal training sessions, such as webinars, regarding new/changed functionality as appropriate. The contractor shall make all efforts to provide system updates that are as user friendly, intuitive, and maintainable as possible in order to minimize training needs for users and support personnel.

System maintenance activities shall be jointly planned and coordinated by the contractor and infrastructure and third-party software providers as appropriate and scheduled during the regular scheduled WBSCM outage window. Any planned maintenance activity that will exceed the regular scheduled eight-hour outage time allotted shall be submitted for PMO review, approval, and scheduling as part of the WBSCM governance process. For emergency maintenance activities that require WBSCM unplanned outages, after PMO approval, the contractor shall send out a notification to affected users. The contractor shall document the notification process for planned and unplanned outages in the Communication Plan.

The contractor shall provide complete transparency regarding the status of each release throughout the lifecycle of the release. This includes, but is not limited to, issues or problems that may delay or impact the release implementation and cost impacts. The contractor shall communicate to the Government any issues or problems uncovered that may negatively impact cost, schedule, or quality within 48 hours of discovering the issue. The contractor shall obtain approval from the Government on the requirements and design before developing and implementing system or application changes or new functionality.

The contractor shall update the IMS to identify all tasks required to fulfill the release requirements. The list of deliverables or artifacts may be tailored by the Government (in collaboration with the contractor) to meet the needs and scope of the release. The contractor shall identify, communicate, mitigate, and manage risks for each release in accordance with the approved RMP.

C.5.2.4.1 DEVELOPMENT SUPPORT

The contractor shall develop changes in accordance with industry best practices, security constraints, and established quality assurance and configuration and change management processes. The contractor shall make all efforts to provide system or application updates that are as user friendly, intuitive, and maintainable as possible in order to minimize training needs for WBSCM users and support personnel.

C.5.2.4.2 TESTING SERVICES AND SUPPORT

The contractor shall provide unit testing, integration testing, performance testing, UAT support, and full regression testing to ensure that defects are not introduced as a result of the release. The contractor shall utilize automated testing, when possible, for regression testing.

The contractor shall update the Test Strategy (Section J, Attachment H; Work Product 25) to outline the overall testing approach, the types of tests to be executed, and when and how metrics will be collected and reported. This is a software best practice and one that will help the Government monitor and control the testing for WBSCM at an enterprise level.

The contractor shall provide performance testing to ensure that the system meets or exceeds performance requirements for each release and no degradation in performance occurred for business processes and reports not directly modified for the release.

The contractor shall create and provide updates to the following artifacts, as appropriate, in order to keep the system support documentation up to date with the contents of the release:

a. Test Strategy (Section J, Attachment H; Work Product 25).
b. Test Plan (Section J, Attachment H; Work Product 24).
c. Test Cases (Section J, Attachment H; Work Product 26).
d. Test Scenarios (Section J, Attachment H; Work Product 27).
e. Test Scripts/Steps (Section J, Attachment H; Work Product 28).
f. Automated Tests (Section J, Attachment H; Work Product 29).

The contractor shall support UAT by the Government including analysis/resolution of issues discovered and resolving issues not existing in the prior release. The contractor shall document and present to the Government the outcome of integration and user testing for each release. The contractor shall document User Acceptance Criteria (Section J, Attachment H; Work Product 30) of enhancement releases.

C.5.2.4.3 IMPLEMENTATION SUPPORT

The contractor shall provide knowledge transfer to WBSCM systems personnel including, but not limited to, Government and/or non-Government user test personnel and help-desk support personnel regarding functionality that has been modified as a result of the release.

The contractor shall provide efficient, effective, and targeted correspondences, such as release notes, to keep stakeholders (including internal and external users) informed of the upcoming release and potential impacts. All correspondences to internal and external users or user groups must be approved by the PMO prior to being posted or distributed.

The contractor shall provide efficient, effective, and targeted information to impacted users and/or user groups regarding the functionality that was added, modified, or affected as a result of the release. All efforts should be made to minimize the need for instructor-led training.

The contractor shall provide post-implementation/stabilization support to ensure the enhanced system meets the functional and system requirements established for the release in the production environment. Post-implementation/stabilization support includes:

a. Analysis and resolution of defects not existing in the prior release.
b. Tuning activities, as needed, to meet or exceed performance requirements.
c. Additional post-implementation activities as identified by the contractor and approved by the Government.

The contractor shall make all efforts to minimize the business disruption and system downtime required for implementing the release. The contractor shall coordinate any planned downtime with USDA/USAID prior to scheduling the downtime. The contractor shall inform the USDA/USAID of any unplanned downtime and provide on-call and after-hours support as needed to resolve issues as quickly as possible. For planned as well as unplanned outages, the contractor shall send out notifications to affected users as outlined in the contractor-supplied, Government-approved Communication Plan.

C.5.3 TASK 3 – PROVIDE TECHNICAL AND FUNCTIONAL UPGRADE SUPPORT SERVICES

The contractor shall provide additional capabilities and enhancements to ongoing and future TO projects. This support shall include, but is not limited to, enhanced reporting, interfaces for data sharing between applications, and functionality to support new capabilities, process automation, and enhancements. In addition to the subtasks below, functional upgrades and modernization activities that include, but are not limited to, the following functions/activities/tools:

a. EDI – further extension to other business document types.
b. Expansion of Solution Manager functions for business processes, including Change and Release Management, Business Process Change Analyzer (BPCA), business process hierarchy definitions, and updates to show changes in core business processes.
c. Expansion of test automation.
d. Contract closeout automation.
e. Robotic process automation.
f. Barcoding for inventory management support.
g. Reverse auctions.
h. Blockchain.
i. Quick Response (QR) codes for inventory management.
j. Internet of Things (IoT) for applications, including remote sensing for containers.
k. Enablement of mobile applications and services.

The contractor shall provide support services to assist USDA/USAID in performing market research, assessments of alternatives, Requirements Gap Assessments (Section J, Attachment H; Work Product 32), and developing business cases. The contractor shall update the Technical Architecture Design (Section J, Attachment Z and Section J, Attachment H, Work Product 34).

C.5.3.1 SUBTASK 3.1 – CONTINUOUS PROCESS IMPROVEMENTS

The functional upgrades under this subtask shall begin with the information provided from the BMI project outputs, defined business requirements, and ongoing related pilots and projects to determine optimum methods to market and distribute American agricultural products and nutrition assistance to program recipients.

The Government will review and prioritize the current state of BMI requirements, pilot projects, other BMI initiatives, and continuous improvement projects that may be at various phases of assessment or implementation at the start of this TO. The Government will collaborate with the contractor to perform functional upgrade support services as part of the BMI (anticipated duration is Fiscal Year 2021 through 2024).

The contractor shall leverage the current foundation provided by recent upgrades and activation of business content through Enhancement Packs, outputs, and BMI recommendations to provide functional upgrades. The BMI outputs are provided as GFI at PS. Functional upgrades are expected to continue throughout the performance period and may be identified as BMI successor initiatives, continuous improvement projects, or similar. These upgrades shall focus on implementing new and upgraded features and capabilities of the COTS software that support updates to business processes, provide increased business value, and/or reduce current system and functional challenges as identified in the BMI or other functional upgrade initiatives. The contractor shall enhance WBSCM systems as implemented to adopt standard processes and commercial best practices, where appropriate, to reduce dependency on custom code. This includes new software capabilities for existing or emerging agency or program requirements.

The contractor shall collaborate closely with the Government to ensure that enhancements are appropriately prioritized, designed, and implemented to support the desired functional upgrade outcomes. This includes reviewing Implementation Recommendations (Section J, Attachment H; Work Product 31) with the PMO, assisting the USDA/USAID in prioritizing enhancements and changes, and making a collective decision on implementation of recommended updates. As part of the functional upgrade, the contractor shall provide advice and recommendations on replacing custom development with standard COTS functions to improve the overall maintainability, where applicable. Any upgrade approach must minimize business disruption and have the concurrence of the PMO.

The subsequent effort is expected to result in changes to the following functions/processes:

a. Demand planning, forecasting, and alignment of supply to demand.
b. Ordering (including direct delivery, stock replenishment and bulk processing).
c. Entitlement management.
d. Acquisition management (including bidding for all delivery and destination types and acquisition methods).
e. Contract management (including long term contracting, strategic sourcing).
f. Inventory management (including distribution centers and warehouses).
g. Reporting.
h. Monitoring.
i. Shipment tracking and receipting and transportation management.
j. Key Performance Indicator (KPI) and performance management.

k. Supplier management.

As the BMI initiative progresses into subsequent analysis, design, and implementation of the various projects, USDA/USAID anticipates that outputs and recommendations from the BMI effort will continue to result in functional changes. One of the key guiding principles for these functional changes will be the return to SAP standard processes, where commercial and public-sector best practices and capabilities provided in the existing COTS solution are more fully utilized rather than customized solutions. At the time of the third quarter of fiscal year 2020, several BMI projects have either been implemented or are at varying stages of development.

C.5.3.2 SUBTASK 3.2 – MIGRATION TO SAP S/4HANA

The contractor shall work with the Government in the transition to S/4HANA.

The contractor shall perform an assessment of the WBSCM application for S/4HANA readiness, providing tools, processes, and a methodology to identify areas of custom code requiring remediation and functional gaps requiring conversions of code or configuration. The contractor shall provide an overall assessment of the effort to migrate the application to S/4HANA. An end-to-end implementation plan shall be developed that includes all assessment, planning, conversion, testing, and deployment activities.

With the Government's approval, the contractor shall implement the S/4HANA migration plan and provide all cutover and post-production support.

C.5.3.3 SUBTASK 3.3 – DATA GOVERNANCE

In support of departmental efforts related to data governance and data stewardship, this task shall provide USDA/USAID support functions and activities including, but not limited to:

a. Supporting mission area and department Chief Experience Officer (CXO) dashboard efforts.
b. Supporting refinement and maturation of the TO data governance structure.
c. Supporting TO data stewards and data owners to drive data improvements and the establishment of data standards.
d. Monitoring the quality of all data regardless of type of data or point of entry into TO systems.
e. Focusing on critical data with high impact to business processes.
f. Reducing data-related ticket volume to enable support resources to perform other value-added activities.
g. Reporting on available metrics to track progress.
h. Conducting weekly meetings by process area to better understand the findings, remediate problems, identify exceptions, and fix root causes where possible.
i. Evaluating data quality and leading improvements.
j. Defining data standards and ensuring data sets meet those standards.
k. Managing metadata for discovery and cataloging.
l. Resolving data-related issues and problems by root cause identification and remediation.
m. Proposing and implementing closed-loop data remediation capabilities.

C.5.3.4 SUBTASK 3.4 – BUSINESS INTELLIGENCE REPORTING SOLUTION

The contractor shall work closely with the Government to extend the current Business Intelligence Reporting Strategy (Section F, Deliverable 19) to support a multi-source, single-homed solution for WBSCM systems reporting and analytics.

C.5.3.5 SUBTASK 3.5 – DATA ARCHIVING SOLUTION

The contractor shall work closely with the Government and define an archiving strategy that includes criteria for determining the type of data to be archived, the timing of archiving data, and any special considerations, including Federal records retention requirements. The contractor shall provide a Data Archiving Solution (Section F, Deliverable 20). Once this solution is approved and scheduled by the Government, the contractor shall implement the solution.

C.5.3.6 SUBTASK 3.6 – GOVERNMENT, RISK MANAGEMENT, AND COMPLIANCE (GRC) CAPABILITIES

The contractor shall support evaluation of available tools that would help with operation and administration of GRC capabilities. The solution selected and subsequently implemented shall provide compliance management capabilities, enabling organizations to manage and monitor their internal control environment. The contractor shall proactively remediate any identified issues and certify and report on the overall state of the corresponding compliance activities. The overall goal of this task is to reduce the cost of compliance and improve management transparency and confidence in overall compliance management processes.

C.5.3.7 SUBTASK 3.7 – DUNS TO UNIQUE ENTITY IDENTIFIER (UEI) (INCLUDE FEDERAL PROCUREMENT DATA SYSTEM (FPDS) AND FMMI TOUCHPOINTS)

The contractor shall work closely with the Government and other partners to assess and document the impact of converting from DUNS to UEI. The contractor shall implement the Original Equipment Manufacturer (OEM) software changes related to that conversion and required changes in WBSCM, including changes to documentation, application components, and impacted interfaces (FMMI, FPDS, and others). GSA will release the new expected implementation date for the conversion post-TOA, but the anticipated duration is from Fiscal Year 2021 through 2022.

C.5.3.8 SUBTASK 3.8 – ASO REPLACEMENT

The contractor shall support the evaluation and implementation of available tools to improve strategic sourcing, bid evaluation, and optimization capabilities. It is anticipated that the duration of this subtask will be from Fiscal Year 2023 through 2024.

C.5.3.9 SUBTASK 3.9 – PROVIDE CLOUD SERVICES (OPTIONAL)

In the event that the Government requires cloud services to replace the current WBSCM infrastructure the contractor shall procure those cloud services (anticipated in Fiscal Year 2021).

C.5.3.9.1 CLOUD SERVICES ANALYSIS OF ALTERNATIVES (OPTIONAL)

The contractor shall provide the Government with a complete Cloud Analysis of Alternatives (Section F, Deliverable 25) that details the offeror's cloud services recommendation. The cloud infrastructure shall meet all of the Government's security and infrastructure requirements.

C.5.3.9.2 PROCURE CLOUD SERVICES (OPTIONAL)

The contractor shall procure cloud services that meet all of the Government's security and infrastructure requirements. The Government will review the contractor's Analysis of Alternatives (Section F, Deliverable 25) and make the final decision on a solution. The contractor will be responsible for procuring the cloud services and managing all aspects of the procurement process.

C.5.3.10 SUBTASK 3.10 – SUPPORT INFRASTRUCTURE MIGRATION OF WBSCM

The contractor shall support the migration of the current WBSCM systems to a new cloud solution within the first two year of the TO (Anticipated duration is Fiscal Year 2021 through 2022).

a. The contractor shall provide the following services to migrate all required infrastructure to the new WBSCM cloud environment:
    1. Assess requirements of the system and determine and document the best architectural solution for the USDA.
    2. Review all software levels and licenses and document and propose the optimal combination to meet the needs of the Government.
    3. Perform technical software and hardware platform planning with extensive technical architectural planning and technical requirements documentation.
    4. Migrate the existing WBSCM applications, data, services, and interfaces to the proposed cloud environment in an optimal manner, after USDA approval of the migration plan.
    5. Support the A&A changes required with the migration of the infrastructure from one environment to another. Ensure all controls are appropriate and documented properly to achieve approval by USDA OCIO Compliance.

b. Requirements: In addition to specific functional and technical requirements, the contractor shall ensure the following requirements are met:
    1. Maintain compliance with Government regulations and support Government performance and compliance reporting requirements.
    2. Accomplish all data transfers in a secure manner.
    3. Locate documentation in a repository for reference.
    4. Minimize user impact to avoid disruption of the day-to-day business of the WBSCM applications while achieving a smooth and orderly transfer of data between the current environment and the new cloud environment.
    5. Develop target network and architecture diagrams based on best practices and the assessments.
    6. Develop a migration strategy to securely transition existing WBSCM applications, data, services, and interfaces to the cloud infrastructure in an optimal manner.

7. Develop a migration project plan and update it weekly with progress and other required changes until completion of the project.
8. Develop a migration cost estimate, including cost projections, for dual hosting services as environments are provisioned, transitioned, and decommissioned.

C.5.4 TASK 4 – PROVIDE SYSTEMS MIGRATION AND INTERFACE SUPPORT

The contractor shall provide systems migration and interface support to reduce the overall cost to the Government of supporting multiple similar ordering, inventory, financial, and/or procurement-related systems by migrating the functionality of the existing systems into WBSCM or interfacing systems with WBSCM (without degradation of functionality or quality of service). The contractor shall perform the same enhancement tasks as described in Task 2, and it shall coordinate the Enhancement Release Management with the following additional requirements:

The contractor shall, at a minimum:

a. Provide a separate System Migration Assessment/System Interface Assessment (Section J, Attachment H; Work Product 38) for each existing "to-be migrated or to-be-interfaced" system with migration options and recommended course(s) of action, including cost/benefit analysis. The assessment shall have enough detail and be organized efficiently and effectively for USDA/USAID to decide on the appropriate course of action for the "to-be migrated" system.
b. For systems targeted for migration, the contractor shall develop and, upon approval by USDA/USAID, implement a System Migration Plan (Section F, Deliverable 21) for migrating the system, customer, vendor, and Government users to the new system. The contractor shall also include the approach for migrating data from the "to-be migrated" system to the new system.
c. Develop and implement an Interface Plan (Section F, Deliverable 22) for establishing and maintaining the WBSCM side of the interface with the target system.

Following the implementation of the migration or interface, the contractor shall provide O&M support in accordance with Task 2 – Provide O&M Services described in Section C.5.2 of this TOR.

Recent examples involving systems migrations and interface work include the development of seven interfaces between WBSCM and FMMI, where certain business events were transferred from legacy FSA systems to FMMI for certain funded programs.

Potential systems under this task that may require migration and interface support include the remaining WBSCM interfaces with FSA financial systems, new interfaces with the AMS SCION system, new interfaces with the USAID Humanitarian Inventory Management System (HIMS), and other legacy commodity systems.

C.5.4.1 SUBTASK 4.1 – IFMS ENHANCEMENTS

The contractor shall provide additional capabilities and enhancements to IFMS in support of USDA food programs. The contractor shall provide enhanced reporting, data sharing interfaces, and functionality to support certification of food recipients. IFMS is expected to be deployed to most recipients in support of FDPIR (replacing AIS) and DoD Fresh FFAVORS for this TO.

The contractor shall work with USDA to provide IFMS functionality to support the CSFP program. This shall include, but is not limited to, food package ordering, inventory tracking, and client certification (anticipated in Fiscal Year 2022).

The contractor shall work with the Government to assess the specific customer facing components in WBSCM that could be migrated to IFMS. This shall include, but is not limited to, ordering, inventory tracking, entitlement tracking, and enhanced reporting (anticipated duration is from Fiscal Year 2021 through 2024).

C.5.5 TASK 5 – EMERGING TECHNOLOGY

The contractor shall provide support services to assist USDA/USAID in performing market research, assessment of alternatives, and developing business cases by recommending improvements for WBSCM systems that involve emerging technologies. The contractor shall provide a variety of support activities including the development of white papers, briefings, presentations, group facilitation meetings, and research critical to WBSCM systems' ability to keep up with Congressional mandates, commercial innovations, and USDA directions and changes.

The contractor shall help educate and inform the USDA and USAID on ways to respond to changing Administrative mandates and evolving technology that requires substantial system enhancements.

The contractor shall review emerging technologies and provide USDA/USAID with possible improvements that can increase efficiency for stakeholders. The contractor shall:

a. Assess the impact of emerging technologies on the WBSCM system and business processes. The contractor shall discuss with the WBSCM Director, at a high level, the proposed content of the white papers, briefings, and presentations prior to performing any extensive work/analysis and developing the aforementioned documentation.
b. Explore and recommend for Government consideration innovative solutions and/or upgrades based on current/emerging technologies, such as Artificial Intelligence (AI), predictive analytics, and Machine Learning.
c. Recommend system improvements from configuration changes to technology infusion/upgrades to reduce total cost or improve operational performance, reliability, and business processes.
d. Ensure that applications and databases optimize the operations and enhance the user experience.
e. Analyze the impact on all approved technical solutions and provide guidance on how to manage the modernization effort from inception to production, including all configuration documentation, and recommended updates to the technical architecture.
f. Analyze additional or existing software products and/or hosting services to provide new or enhanced system capabilities. As appropriate, the contractor shall provide an Analysis of Alternatives for review and input by the Government.
g. Support and assist USDA and USAID with implementing business process improvement recommendations provided by the Government. Any updates and reporting on this task will be included in the MSR.

The contractor shall support USDA/USAID emerging technologies in a timely and comprehensive manner. Any documentation related to this task shall be part of the WBSCM IT Improvement Recommendations Report and Briefing (Section J, Attachment H; Work Product 04). Prior to formally presenting any contractor-recommended solutions, the contractor shall notify the FEDSIM COR and FEDSIM CO of the recommended solution to ensure that it does not pose a potential Organizational Conflict of Interest (OCI). The Government will analyze the solution and notify the contractor of the OCI determination.